



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

December 17, 2009

Barbara Schneider, VP of Clinical Operations
Vista Healthcare, LLC
10841 White Oak Avenue
Rancho Cucamonga, CA 91730

Dear Ms. Schneider:

RE: Final MONITORING VISIT REPORT for Vista Healthcare, LLC – ET08-0209

Date of the Visit:	10/01/09
Beginning/Ending Time of Visit:	N/A
Date of Last Visit:	5/06/09
Visit Location:	Via Teleconference
Persons in attendance:	Michelle Devera, Nurse Manager; Rancho Specialty Hospital; and Krista Campion, ETP Analyst, Employment Training Panel
Action Required:	No

CONTRACT INFORMATION

Term of Agreement:	10/09/07 – 10/08/09	Agreement Amount:	\$298,188
Training Start Date:	10/15/07	No. to Retain:	251
Date Training must be Completed:	7/08/09	Range of Hours:	24 – 180
Type of Trainee:	SET Retrainee	Weighted Ave. Hours:	66

ACTION ITEMS REMAINING FROM THE PRIOR VISIT:

None – all action completed from prior monitoring report.

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FINAL REPORT SUMMARY

• HISTORY OF AGREEMENT CHANGES

The Agreement was executed on 11/09/07. Training commenced on this project on 10/10/07 and Ms. Devera confirmed the last day of ETP training was 6/26/09, which allows for the 90-day retention period to be completed within the term of the Agreement – 10/08/09.

There were no Modifications or Amendments processed for this Agreement.

• INTERVIEW WITH MICHELLE DEVERA, NURSE MANAGER, RANCHO SPECIALTY HOSPITAL

This SET project was originally designed to enhance the competencies of its Registered Nurses (RN's) and Licensed Vocational Nurses (LVNs) at two Vista Healthcare hospitals: Rancho Specialty Hospital in Rancho Cucamonga and Vista Riverside hospital in Perris, California. According to Ms. Devera, she considers this ETP project a success and attributes the success to support from upper Management and dedicated trainers who drove the training schedule.

Ms. Devera reported that, as a result of the ETP funding, Vista Healthcare was able to provide Critical Care classes for RNs that they normally would not have been able to provide. She stated that the training in Critical Care had a big impact on the hospitals by upgrading the skills and competencies of RNs which resulted in improved patient care. Additionally, she stated that the Clinical Preceptor training was also beneficial, and with the funding the hospitals were able to provide additional training for new graduates.

Ms. Devera agreed that, although this project was developed with an average of 251 retrainees, this number was over inflated during development; there were only 95 trainees who commenced training under this Agreement. Some nurses did not complete at least 24 hours of training to qualify for reimbursement and, therefore, will be dropped (see projected earnings below).

PROJECT STATUS PROVIDED BY THE CONTRACTOR

Trainees Started Training:	95
Enrolled:	110
Dropped Following Enrollment:	*5
Completed Minimum Hours:	68
Completed All Training:	68
Completed Retention:	68

**There are approximately 37 additional drops to be submitted in this project prior to the submission of the final closeout invoice.*

PROJECTED EARNINGS / NUMBER TO RETAIN

Ms. Devera reported that 68 retrainees (27% of planned trainees) have completed the training and the 90-day retention period, which is confirmed in the ETP class/lab tracking system. The per trainee reimbursement for class/lab training is based on the total actual number of training hours completed for each trainee, provided the minimum (24) and no more than the maximum (180) class/lab training hours are completed, and all other Agreement terms and conditions are met.

The 68 retrainees referenced above have completed from 24 to 180 hours of Advanced Technology (AT) training, for a grand total of 7,531 hours of training. **This equates to a potential reimbursement of \$195,800, assuming that all Agreement performance requirements are met.** This amount is approximately 66% percent of the Agreement amount.

CLOSEOUT INVOICE

The ETP Fiscal Manager has granted Vista Healthcare a 60-day extension to **1/09/2010** to submit the final closeout invoice. To date, Vista Healthcare has been reimbursed by ETP a total of \$123,546, of which \$81,915 is considered *earned*.

AUDIT

Vista Healthcare, LLC will be notified in writing if this Agreement is selected for an audit, conducted either at your site (field audit) or by telephone (desk audit or "review"). The Audit Notification and Audit Confirmation letters will be sent in advance to allow ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

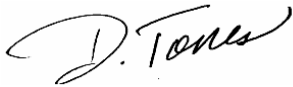
- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding the information in this letter, please contact Ms. Campion at 619-686-1917, or at kcampion@etp.ca.gov, within ten (10) working days from the receipt date of this letter.

Sincerely,



Diana Torres, Manager
San Diego Regional Office



Krista Campion, Program Analyst
San Diego Regional Office

cc: Michelle Devera, Nurse Manager, Vista Rancho Specialty Hospital
Tessie Mancilla, HR Manager, Vista Rancho Specialty Hospital
Kulbir Mayall, ETP Fiscal Manager
Master File
Project File